



WE NEED YOU

WE'RE LOOKING FOR

Event Manager

LOCATION:

Birmingham

WORKING HOURS:

12th of March – 17th of March

SALARY/DAY RATE:

£185 - £200 a day

OTHER BENEFITS:

£25 daily bonus

CONTACT TYPE:

Casual Worker Agreement

REPORTING IN TO:

Client Services Manager

blue square.

WE'RE LOOKING FOR A CUSTOMER CENTRIC EVENT MANAGER

With all the exciting new technology we have on the horizon, we are looking for a pro-active, engaging, and confident Event Manager to join our team on our brand-new experiential pop-up stand. You will be the essential link between our products and our customers, providing a best-in-class shopper journey from start to finish. You will be creating excitement and a buzz around our products by sharing your expert knowledge, boosting brand love, and really driving advocacy.

To be successful, you will be an experienced Event Manager with a demonstrated history of delivering public-facing events, in high-profile and high-pressure environments. You will be passionate about the latest technology, and you will work to lead and develop the team over the duration of the roadshow. Through the exceptional service you provide, you will show pride, passion, and performance in all that you do building the bond between our customers and Samsung.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

MANAGEMENT & LEADERSHIP

- Manage promotional stand operations throughout the campaign as per client request
- Lead and develop a team of brand ambassadors and product experts, ensuring effective campaign execution
- Collaborate with Blue Square HR teams for staff rota, breaks, and well-being
- Implement team performance management, reporting issues to HR for quick resolution
- Liaise with local venues/shopping centres for staff sign-in and logistical coordination

CUSTOMER EXPERIENCE

- Provide a best-in-class brand experience, leaving an unforgettable impression
- Encourage shoppers to visit the stand and participate in experiential zones
- Create excitement and buzz to increase footfall and drive interest in products
- Deliver outstanding customer interactions, influence, and increase sales
- Proactively engage with customers to boost brand love and encourage brand loyalty
- Adapt your communication approach to each customer for a personalised experience
- Meet and exceed sales targets, demonstrating high conversion rates and sharing best practice with the team
- Drive brand awareness and advocacy through positive customer relationships
- Build meaningful and memorable experiences for each customer

BRAND AWARENESS

- Answer customer queries efficiently and confidently, demonstrating your brand knowledge
- Maintain an expert understanding of products and stay updated on competitor offerings
- Demonstrate products and features in an engaging manner to increase sales

SAMSUNG EVENT MANAGER

- Upsell products to maximize revenue and increase the conversion rate from query to purchase

REPORTING AND FEEDBACK

- Actively capture key moments and product highlights through photography or video content
- Provide daily event reporting and highlight achievements
- Offer feedback and share best practices with the team
- Capture and report all relevant data daily for performance analysis

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- Previous Events Management Experience in a Relevant Industry
- Previous Experience Delivering Public-Facing Events
- Previous Customer Service or Retail Experience
- Logistics, Reporting, and Site Management Experience
- Self-Motivated and Proactive
- Ability to Work Well Under Pressure in a Fast-Paced Environment
- Positive Can-Do Attitude
- Customer-Focused
- Adaptable and Flexible
- Motivated by Sales and Service
- Personable and Energetic
- Strong Communication Skills
- Eagerness to Tackle Challenges and Embrace Change

Our ETHIC values are at the core of everything we do, the way we think, the approach we take. These five values are qualities we look for in every single member of the Blue Square team.

